

Joint Committee on Corrections - 2011

Information for Legislative Institutional Visits

Facility Name:	ALGOA CORRECTIONAL CENTER			
Custody Level	C-1 C-2		Warden	Scott Lawrence
Total Acreage	340		Address	8501 No More Victims Road, Jefferson City, Mo 65101-4567
Acreage w/in Perimeter	22		Telephone:	573-751-3911
Square Footage	329,360		Fax:	573-526-1385
Year Opened	1932			
Operational Capacity/Count (as of today)	1565/1458			
General Population Beds (capacity and count)	1467/1429		Deputy Warden	William Schmutz
Segregation Beds (capacity and count)	98/92		Deputy Warden	Louisa Bolinger
Treatment Beds (capacity and count)	0		Asst. Warden	Sandra Jimmerson
Work Cadre Beds (capacity count)	N/A		Major	William Vallier
Diagnostic Beds (capacity and count)	N/A			
Protective Custody Beds (capacity and count)	0			

1. Capital Improvement Needs:

a) How would you rate the overall condition of the physical plant of the institution?

- **Good. The overall condition of this facility is good.**

b) What capital improvement projects do you foresee at this facility over the next six years?

- **Metal roofs for housing units; over ½ of the roofs have existing major leaks**
- **New Medical/Visiting Building**
- **Sewer/Storm drain project to replace clay tile and manholes**
- **Finish New Sallyport**
- **Pave Cortez Road, perimeter road, parking lots. General overall paving or sealing of parking lots**
- **Motion detector for fence –the system will no longer be supported by the DelNorte Company since it is obsolete.**

2. Staffing:

- a) Do you have any critical staff shortages?
 - **Yes, Office Support Assistants - Difficult to attract – Low wages**
 - **Yes, Cooks – Due to very low pay**
 - **Correction Officers– Additional FTE's would enhance security**
- b) What is your average vacancy rate for all staff and for custody staff only?
 - **All Staff 4%**
 - **All Custody 4%**

(Calculated by number of vacancies divided by total staff)
- c) Does staff accrual or usage of comp-time by staff affect your management of the institution?
 - **Yes, comp time accrual has been cut back due to direction from Central Office. We must operate shifts with less staff.**
- d) What is the process for assigning overtime to staff?
 - **Volunteers to work overtime are sought first to work overtime, if more staff is needed a mandatory overtime rotation list is utilized to determine whose turn it is to work. This is seldom necessary as staff generally volunteer due to regular comp payments**
- e) Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off?
 - **75% of comp time is paid**
 - **25% is retained and utilized by staff**
- f) Is staff able to utilize accrued comp-time when they choose?
 - **As comp pay off for COI/COII – Yes**
 - **As comp pay off for other staff – No**
 - **As time off – only when posts can adequately be covered**

3. Education Services:

- a) How many (and %) of inmate students at this institution are currently enrolled in school?
 - **416 students enrolled in school (28%)**
- b) How many (and %) of inmate students earn their GED each year in this institution?
 - **110 offenders earn their GED annually**
 - **ACC has a GED pass rate of 98%**

- c) What are some of the problems faced by offenders who enroll in education programs?
- **Many offenders are functionally illiterate (reading level below a 2nd grade level)**
 - **Students suffer from low self-esteem**
 - **Waiting list prevents all students from being enrolled immediately upon arrival at ACC**
 - **Unsuccessful in school experience on streets; bad experience with education on streets**
 - **Health Issues (Vision problems, mental health medication issues)**

4. Substance Abuse Services:

- a. What substance abuse treatment or education programs does this institution have?
- **AA/NA**
- b. How many beds are allocated to those programs?
- **0**
- c. How many offenders do those programs serve each year?
- **0**
- d. What percent of offenders successfully complete those programs?
- **0**
- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting?
- **In our case, budgetary constraints made it very difficult to continue the program. The biggest challenge we faced when running it was the fact that offenders fought placement because it did not count towards their parole stipulations. Offenders felt they were being made to do double work for the same liability.**

5. Vocational Programs:

- a. What types of vocational education programs are offered at this institution?
- **Automotive Technology**
 - **Culinary Arts**
 - **Graphic Arts/Web Development**
 - **Intro to Food Service**
- b. How many offenders (and %) participate in these programs each year?
- **Total 240 per year - This represents approximately 16% of the population**

- **Automotive – 15 Offenders enrolled**
 - **Culinary Arts – 15 Offenders enrolled**
 - **Graphic Arts/Web Development – 15 Offenders will be enrolled as soon as the program opens (spring 2012)**
 - **Intro to Food Service- 3 Offenders enrolled**
- c. Do the programs lead to the award of a certificate?
- **Yes, each awards a certification in their field**
 - **Automotive offers “ Career and Technical” certificate**
 - **Culinary Arts offers “Career and Technical” certificate**
 - **Automotive offers a Department of Labor certificate**
 - **Culinary Arts offers a Department of Labor certificate and SERVSAFE certificate from the National Restaurant for Culinary Arts**
- d. Do you offer any training related to computer skills?
- **Both automotive and culinary arts classes use computers extensively in conjunction with completing the courses.**
 - **The web design class will be hands on computer training**

6. Missouri Vocational Enterprises:

- a. What products are manufactured at this institution?
- **Dry Cleaning and laundry services**
 - **ACC offenders work at CMCC Tire recycling**
 - **ACC offenders work at CMCC Quick Print**
- b. How many (and %) of offenders work for MVE at this site?
- **36 which is 2%**
- c. Who are the customers for those products?
- **State employees – dry cleaning**
 - **DNR – recycling of rubber waste products; University of Missouri at Columbia – tire derived fuel**
 - **Correctional facilities and other state agencies such as MODOT receive recyclable rubber waste products**
 - **Quick Print – State Agencies**
- d. What skills are the offenders gaining to help them when released back to the community?
- **Basic work ethics and disciplined work habits**
 - **Operation of warehouse machinery, ie. Fork lift, tire de-beader, tire de-rimmer and rubber tire loader**
 - **Organizational skills involving office operations-**
 - **Product handling in a warehouse setting**
 - **Maintenance Skills**

- **Printing and Copying Equipment Operation**

7. Medical Health Services:

- Is the facility accredited by the National Commission on Correctional Health Care?
- Yes, re-accreditation in July 2008 –**
- How many offenders are seen in chronic care clinics?**
 - **There are currently 894 offenders enrolled in a chronic care clinic**
 - **The medical unit received reaccreditation in 2011**
- What are some examples of common medical conditions seen in the medical unit?
 - **Dental, sports injuries, common illnesses (colds, sinus infections, allergies, etc.)**
 -
- What are you doing to provide health education to offenders?
 - **Post pamphlets**
 - **We provide an annual health fair and provide education during the sick call process. We also have various handouts available in the medical unit**
 - **Offer smoking cessation classes**
 - **Counseling sessions with nurses on medical conditions, medications, etc.**
- Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond?
 - **There have been no cases of active TB at ACC in the past year**
- Is the aging of the population affecting health care in prisons as it is affecting health care everywhere else? If yes, please explain
 - **Yes, we have sicker patients with more chronic illnesses and terminal illnesses that we are taking care of.**

8. Mental Health Services:

- How do offenders go about obtaining mental health treatment services?
 - **Offenders may send Medical Service Requests for mental health services or may be referred by any DOC staff for mental health services. If an offender is determined to have a mental illness which may be specified by the Diagnostic and Statistical Manual of Mental Health Disorders (DSM-IV), he may be enrolled in the Mental Health Chronic Care Clinic. Such offenders are assigned a**

Mental Health Therapist and a psychiatrist and are seen by a Mental Health professional a minimum of every month.

- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides?
- **There have been no successful suicides at ACC in the past year**
 - **Whenever there is concern that an offender may be suicidal, he is placed on Suicide Watch in a camera cell in the Segregation Unit. The Mental Health Department is notified immediately. A Mental Health professional then assesses the offender to determine his treatment needs. At least one licensed Mental Health professional conducts a face-to-face assessment with an offender before he is removed from suicide watch. Such placements and the subsequent assessments are all done according to IS12-4.1. Additionally, Core Training at ACC includes instruction on suicide prevention and intervention which is required for all institutional staff. In most of these cases, at ACC, the offender is reacting to an environmental or situational problem in which he needs assistance to cope.**
- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications?
- Approximately 290 offenders (approximately 19%) take psychotropic medications**
- Note: This number changes because of the transient nature of the population. Additionally, many offenders, who are on psychotropic medications when they transfer to ACC, decide to try to work through their problems without medications. By working with their assigned therapist, they are often able to learn effective coping skills to remain off of medication.**
- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them?
- **Approximately 330 offenders, assigned a Mental Health score of three (3) or above, are treated each month by the ACC Mental Health staff.**

9. What is your greatest challenge in managing this institution?

- **Recruiting and retaining quality staff**
- **Monetary restraints due to challenging budgetary issues**
- **Core cuts requiring operations of the institution with less staff which may affect security**

We have ongoing institutional enhancements which do affect our day to day operations such as a new sallyport, new steam line and new sidewalks throughout

the interior of ACC. However our custody staff is doing an exceptional job in managing security in what amounts to a construction site at times.

An additional challenge is the ACC work release program. ACC releases approximately 150 offenders to work release and outside clearance daily. A current listing of the work release sites is listed below.

- **Office of Administration (State Garage)**
- **Office of Facilities Management (Maintenance)**
- **Missouri National Guard**
- **Missouri Department of Transportation (Linn, Meta)**
- **Missouri Governor's Mansion**
- **Missouri State Surplus Property**
- **Missouri Department of Health and Senior Services**
- **Missouri Department of Corrections Regional Warehouse**
- **Missouri Department of Corrections General Services Warehouse**
- **Probation & Parole Warehouse**
- **Missouri Vocational Enterprises Complex (CMCC)**
- **Missouri Vocational Enterprises (Quick Print- CMCC)**
- **Missouri Vocational Enterprises (Tire Recycling- CMCC)**
- **Jefferson City Parks and Recreation**
- **Missouri Department of Conservation**

Other challenges are continually dealing with employee shortages/turnover. Our Personnel staff and COI Recruitment hiring staff put a lot of time into screening, hiring and training replacement staff. There is of course an ongoing cause tied to this issue of staff retention.

Lastly, managing a facility of this age has its own issues. As mentioned above we are routinely renovating various areas of the Algoa Correctional Center and continue to be in need of renovations to our food service areas, housing unit showers, electrical systems, heating and cooling systems, and our medical unit which is located on the third floor of one of our housing units.

10. What is your greatest asset to assist you in managing this institution?

- **Algoa Correctional Center has, in my opinion, the best set of employees, managers and administrator in the state of Missouri. The ACC staff take their jobs seriously and are very proud of their accomplishments and continue to strive to provide excellent service to our offenders and the citizens of Missouri in an effort to maintain public safety. I would also have to add that the ACC staff are professional, courteous and**

friendly to one another and visitors. They make every attempt at taking this old facility with its character and making it a very comfortable place to work.

11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)

- **See Attachment #1**

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. (Please have the Major answer)

- **The custody staff's morale is fairly high at this point. Regular comp pay outs have significantly improved their job satisfaction and reducing stress. Internal issues are quickly addressed and lines of communication are strived to keep open. Although it seems ACC struggles with a shortage of officers, they realize this is due to turnover and managers do what is possible to minimize impacts. Employee's generally believe time off is granted fairly and supervisors are considerate of their employees needs. The institutional Personnel Club does a great job at arranging annual events such as the Family Day BBQ, Christmas Party, and fund raisers that are enjoyed. Employee recognition is emphasized through Employee of the Month selections, tenure recognition and other awards for excellent service or acts. Work sections enjoy encouraged activities such as "pot luck" lunches, BBQ's, etc. Overall, it seems morale is good and employees demonstrate pride in themselves, their institution and their contribution to public safety**

13. Caseworkers:

A. How many caseworkers are assigned to this institution?

- **19 total**

B. Do you currently have any caseworker vacancies?

- **1**

C. Do the caseworkers accumulate comp-time?

- **Normally No; however, the ICVC coordinator does occasionally on weekends**

D. Do the caseworkers at this institution work alternative schedules?

- **Two Pathway to Change facilitators occasionally work alternative schedules and that time is flexed out.**

E. How do inmates gain access to meet with caseworkers?

- **An open door policy provides the opportunity for each offender to speak with their caseworker**

F. Average caseload size per caseworker?

- **1 caseworker for 130 offenders (average)**

of disciplinary hearings per month?

- **409 per month (institutional average)**
- # of IRR's and grievances per month?
- **51 IRR's & 28 Grievances**
- # of transfers written per month?
- **107 (institutional estimate)**
- # of re-classification analysis (RCA's) per month?
- **Total 313 (approximately)**
- G. Are there any services that you believe caseworkers should be providing, but are not providing?
- All required programs are being conducted
- H. If so, what are the barriers that prevent caseworkers from delivering these services?
- N/A
- I. What type of inmate programs/classes are the caseworkers at this institution involved in?
- Inside/Out Dads Program
 - Pathways To Change
 - Impact on Crime Victims Class
 - Parent As Teachers
 - Assisting Offenders in obtaining Birth Certificates, drivers license and social security cards.
 - Anger Management
 - Work Release
 - ES/LS
- J. What other duties are assigned to caseworkers at this institution?
- **ACC Caseworkers provide coverage when needed in other sections of the institution (i.e. Library, chapel, custody). They spend the majority of their time facilitating programs, preparing offenders for re-entry and assisting offenders with problems associated with incarceration. They communicate with offender families, attorneys, outside law enforcement agencies, other government agencies and re-entry partners regarding offender issues. They address discipline issues through hearings and complete AICS and RCA's to ensure offenders are housed in a safe environment. They complete TAP's to determine the programs and services that will benefit the offender during/after his incarceration. Caseworkers also conduct institutional audits, serve on task forces, train various staff and other duties as assigned.**

14. Institutional Probation and Parole officers:

- A. How many parole officers are assigned to this institution?

- 7
- B. Do you currently have any staff shortages?
- No
- C. Do the parole officers accumulate comp-time?
- **Yes; must be flexed – no pay**
- D. Do the parole officers at this institution flex their time, work alternative schedules?
- **Yes, schedules are flexed when it is necessary due to staff shortages, resignations, etc.**
- E. How do inmates gain access to meet with parole officers?
- **Open door is offered 3 days per week – one hour per day and on Wednesday from 3 – 4 work release offenders are seen**
- F. Average caseload size per parole officer?
- **250**
- # of pre-parole hearing reports per month?
- **50**
- # of community placement reports per month?
- **20**
- # of investigation requests per month?
- **120**
- G. Are there any services that you believe parole officers should be providing, but are not providing?
- No
- H. If so, what are the barriers that prevent officers from delivering these services?
- N/A
- I. What type of inmate programs/classes are the parole officers at this institution involved in?
- **Reception & Orientation – The amount of work that is done by the PO limits any flexibility to do more programs. We have work units to justify the PO positions and the work units are much over the normal amount of work. One of our parole officers is assigned to the MRP unit**

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections.

As the committee is aware, all the 20 institutional sites have been asked to do more with less for many years. However, with the growth and expansion of the Missouri Re-entry Process and the programming surrounding same, we can't ignore the fact that we have workload issues. While it may not be possible, additional classification staff would be extremely helpful.

The Missouri Department of Corrections had to endure core cuts in the past year

which cost us custody positions. When we are trying to ensure security with less staff, safety may be negatively impacted.

As previously stated, staff retention, when you consider the amount of money that goes into the hiring and training of new employees and the ability to retain staff would be more fiscally sound. In my opinion, the committee could assist greatly with the elevation of salaries, not with just correctional officers, but with all sections of the Department of Corrections to attract staff to make a career of the Department of Corrections as opposed to having it become a stepping stone to some other line of similar work.

16. Does your institution have saturation housing? If so, how many beds?

- **No**

17. Radio/Battery Needs

:

A. What is the number of radios in working condition?

- **327**

B. Do you have an adequate supply of batteries with a good life expectancy?

- **Yes**

C. Are the conditioners/rechargers in good working order?

- **Yes**